

SUNBEAM HOUSE SERVICES POLICY DOCUMENT



Policy Name	Code of Conduct, Standards and Behaviour Policy
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Effective Date	07 February 2023
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Document Control

Policy Title	Code of Conduct, Standards and Behaviour Policy
Policy Number	045
Owner	Senior Human Resources Manager
Contributors	Mark Cantwell (SHRM), Siobhán Power (SHRBP), SSM's (Operational)
Version	3.0
Date of Production	07 February 2023
Review date	07 February 2026
Post holder responsible for review	Senior HR Manager
Reference Procedure	
Reference Form	
Primary Circulation List	Sharepoint, e-learning
Web address	www.sunbeam.ie
Restrictions	

Version Control

Version Number	Owner	Description of Changes	Circulation
1.0	Senior HR Manager	Review	SMT
2.0	Senior HR Manager	Amended purpose, responsibilities & role	SMT
3.0	Senior HR Manager	Amendment to section 5.16 Communications	AllSHS

Policy Sign Off

CEO Name	CEO Signature	Date
Joe Lynch		7 February 2023

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1.0 **PURPOSE**

To set out the principles which should govern the conduct of employee's employed by Sunbeam House Services and volunteers, and thereby maintain a high level of public confidence in the organisation as a service provider and employer with certain responsibilities to deliver a high quality service.

In delivering services to Clients, employees and volunteers work with each other and the public at large. The following Code of Standards and Behaviour is designed to allow the Organisation to preserve its long tradition of integrity and credibility with the public and within the Organisation.

The Code of Standards and Behaviour ("The Code") sets out a clear framework within which all employees and volunteers of Sunbeam House Services must work. It sets out the principles which should govern the behaviour of all employees and volunteers and the values which SHS promotes.

SHS expects all employees of SHS including those employed indirectly through agencies and those engaged in any capacity to provide services or advise to, or on behalf of SHS, to also meet the standards as set out in this policy.

All employees are expected to comply with the Code at all times. Breaches of the code will constitute a breach of the terms of employment and may result in disciplinary action being pursued in accordance with agreed procedures.

2.0 **SCOPE:**

This policy applies to all employees, volunteers and agency workers.

3.0 **ROLES & RESPONSIBILITIES:**

3.1 All

To expect to be dealt with properly, fairly, openly, and impartially at all times and if not to make an appropriate report.

3.2 Employee Responsibilities:

To carry out their duties in a way that is consistent with this Policy.

3.3 CSM/Reporting Manager Responsibilities:

To lead by example and take seriously any breaches that is brought to their attention.

3.4 SSM Responsibilities:

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To lead by example and take seriously any breaches that is brought to their attention.

3.5 HR Responsibilities:

To review policy and take seriously any breaches that is brought to their attention and to investigate and take appropriate action to prevent any future breaches.

4.0 STANDARDS

While various professionals and non-professional performance standards will dictate a level of quality in the delivery of personal services, there is a general ethical standard expected in all agencies delivering public services. This standard demands both personal integrity and loyalty to the employer, to the client and to families.

The organisation is fully committed to the concept of integrity in all its dealings. It follows, therefore, that it is essential that employees and volunteers conduct themselves and are seen to conduct all activities to the highest standard possible. In the performance of their duties employees and volunteers must:

4.1 **Maintain high standards in service delivery by:**

- Providing a positive and valued experience for those receiving service within and outside the Organisation by discharging responsibilities conscientiously, honestly and impartially; always acting within the law; and performing their duties with professionalism, efficiency, diligence and courtesy.

4.2 **Observe appropriate behaviour at work by:**

- Dealing with the public sympathetically, fairly and promptly; and treating their colleagues with dignity and respect in a professional manner.

4.3 **Maintain the highest standards of probity by:**

- Conducting themselves with honesty, impartiality and integrity; never seeking to use improper influence, in particular, never seeking to use political influence to affect decisions concerning their official positions;
- Abiding by guidelines in respect of offers of gifts or hospitality; and avoiding conflicts of interest.

5.4 **Support, promote and be loyal to SHS by:**

- Supporting colleagues and the company in the performance of its functions;
- Promote the goals and objectives of SHS and not to undermine any of them through action or omission.
- Seek to resolve grievances and concerns through agreed policies.
- Ensure any actions taken maintain public confidence in the company and its good name.

5.0 REQUIREMENTS OF THE CODE OF STANDARDS & BEHAVIOUR

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5.1 Employees cannot be a member of either House of the Oireachtas or the European Parliament

- An employee, who is or becomes a member of either House of the Oireachtas, or the European Parliament, is immediately seconded from employment with SHS until they cease to be a member (section 22 of the Health Act 2007).
- A person who is or becomes a member of either House of the Oireachtas, the European Parliament or a local authority is not eligible for appointment as a board member or Chief Executive Officer. In addition, a member of either House of the Oireachtas or the European Parliament is not eligible for appointment as an employee of SHS.

5.2 Standards of appearance dress and general conduct

- Good conduct has many facets and is not only evidenced by employee's interacting with clients, parents and the general public. Non-verbal issues are also important, especially those related to individual employee's appearance, dress and general behaviour, either within the workplace or externally when undertaking the business of S.H.S.
- All employee's, especially during their time rostered on duty, must observe certain standards of dress. Smart casual neat dress is acceptable but any clothing which is unclean, untidy or obviously not suited to the duties and work location is unacceptable. Employees must also ensure that they have a high standard of personal hygiene at all times. The standard of dress and personal hygiene must be consistent with projecting a professional image while being appropriate to the nature of the activity being carried out.
- The wearing of any item of jewellery, which may cause risk or injury to clients or employee colleagues, will not be allowed while on duty. The wearing of earrings other than a simple stud in the earlobe is specifically prohibited. The wearing of any other type of ring in pierced areas of the body is prohibited because of potential infection risk injury, employees that have undergone body piercing will not be allowed on duty and this may involve loss of salary.
- It is the responsibility of all employees to adhere to these standards. It is the responsibility of the manager of each area to ensure that these standards are implemented and to take appropriate action if not.

5.3 Employees must be impartial in the performance of their duties

- It is each employee's responsibility to carry out his/her duties in a party-political neutral manner.
- Public political activities should not, under any circumstances, be undertaken in paid SHS hours by any employee.
- Employees should ensure that views expressed by them or actions taken related to their public political activities are not presented or interpreted as official comment on behalf of the SHS, but that they are their own or those of the political organisation they are representing.

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- Neither should such views or actions compromise their due of loyalty to SHS.
- An employee may, in his/her role as a trade union representative, make a statement in that capacity, but will ensure that such a statement is not presented as official comment on behalf of SHS.

5.4 Employees must respect and adhere to the law.

Employee's should be aware of legislation and regulations, which determine (and sometimes circumscribe) the powers and functions of this company.

5.5 Employees must not improperly disclose, during or following termination of employment information gained in the course of their work

Employees may have access to or hear information concerning the medical or personal affairs of clients and/or employees. Such records and information are strictly confidential and can only be divulged or discussed in the performance of normal duty. Disclosure of records or information under various statutory provisions (e.g. Freedom of Information Acts 1997 -2003, GDPR 2018; Data Protection Acts 1988- 2003; the Health Acts 1947 to 2007) will be made in accordance with Sunbeam House Services policies, procedures and protocols.

5.6 Employees must maintain high standards of service in all of their dealings with the public.

Employee's who are in contact with the public play a most significant part in determining the public's attitude towards the company, both by the manner in which they provide services to the public and in the way in which they conduct themselves generally, both while on and off duty.

Employee's charged with the task of delivering services to the public must show that they respect the individual with whom they deal, and that they are prepared the ensure that needs are met in so far that it is legally and economically possible. They must be loyal to the company while, at the same time, not failing in their commitment to the clients of the company.

5.7 Reporting of criminal offences

When employee is tried/charged/summonsed for a criminal offence or it is reported in newspaper/online, an employee must report that fact to SHS. The employee must make such a report to his/her Client Services Manager and also directly to the HR Department.

5.8 Employees must attend at work as required and comply with the terms of absence management policy and the company sick leave regulations.

5.9 Employees are required to have due regard for company resources to ensure proper, effective and efficient use of company money.

5.10 Employees should show due respect to their colleagues including their beliefs and values.

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5.11 Use of Influence

The use of their official positions by employees to benefit themselves or others with whom they have personal or business ties is not permitted. Employees are also forbidden to seek to influence decisions on matters pertaining to their official positions other than through established procedures.

In no circumstances should an employee engage in matters unconnected with his or her duties during work hours, unless so provided for in a contract of employment with Sunbeam House Services.

5.12 Working during off duty time

Involvement in outside occupation during off-duty time should not be engaged in to the extent of impairing the employee's performance or energy on duty, or indeed to be inconsistent with his or her employment with this company or non-compliant/in breach of the Organisation of Working Time Act.

5.13 Conflicts of interests

Employees may not engage in outside business or voluntary activity or other employment whether economic, social, cultural or political, which has a direct effect on the policy or decision-making process of SHS and would in any way conflict with the interests of the company. Employees shall not accept an appointment, or particular consultancy project, where the employees concerned believe that the nature and terms of such appointment could lead to a conflict of interest or the perception of such, without first obtaining the approval of the Human Resources Department/Chief Executive Officer.

Employee's must avoid any opportunities for unjust enrichment. Employee's must not gain any advantage, other than official remuneration, in respect of his or her duties. They must not accept special facilities or discounts on private services from suppliers, from clients or relatives of clients with who employee's have official dealings.

Employees may not solicit or accept directly or indirectly from any person, firm or association anything of economic value as a gift, gratuity or favour which might reasonably be interpreted as being of such nature that it could affect his or her impartiality in dealing with the donor.

Employee's must declare any private interest, which they might have with regard to purchases from or sales to Sunbeam House Services.

5.14 Gifts and Benefits

Employees should not receive benefits of any kind from a third party which might reasonably be seen to compromise their personal judgement or integrity. All gifts

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and benefits received must be disclosed to the employee's Client Services Manager/Reporting Manager and distributed amongst the team.

Employees should not accept hospitality of any kind from a third party which might reasonably be seen to compromise their personal judgement or integrity. Within the general framework of guidelines set out in the Code, every care must be taken to ensure that:

- (i) any acceptance of hospitality does not influence, or is seen to influence, the discharging of official functions and
- (ii) that there are clear and appropriate standards in place which have been notified to all employees in relation to payment for work on behalf of outside bodies. Any hospitality received should be of nominal (minimal) value. All hospitality offered must be disclosed to and approved by the employee's CSM/Reporting Manager. Where hospitality has already been received this must immediately or at the earliest opportunity be informed to CSM/Reporting Manager.

Employees must not seek contracts with government departments or offices for supply of goods or services whether for their own benefit or for the benefit of any company with which they may have an involvement in a private capacity, unless specifically sanctioned by the CEO of the SHS.

5.15 Confidentiality

Employees and Volunteers must, at all times, respect and maintain confidentiality in regard to all transactions of SHS and its service users as outlined in Confidentiality policy.

5.16 Communications

Information gained in the course of the employee's performance of his or her duties should not be communicated to anyone outside the organisation. Good practice as well as preserving the interest of the organisation in relation to decisions either taken or under consideration necessitates strict observance of this rule.

If you have communicated something which is important and needs to be actioned, replied to or followed up by the recipient, you are expected to confirm that this has been understood, clarified if necessary and done so within the required timeframe. It is expected that a timeline or deadline together with any relevant context are detailed in your important and urgent communications.

Should the matter have not been acknowledged as actioned action, resolved or followed up, as required within the timeframe which you provide or agree with the recipient, then the matter should be escalated to their line manager.

5.17 Publications

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Publication of any matter relating to the affairs of Sunbeam House Services, or use of information drawn from SHS resources in publications by employee's or the publication by others of such material should have the prior approval of the CEO.

5.18 Media

The giving of interviews, statements or any other information connected with the services provided by Sunbeam House Services should not be undertaken without the prior approval of the CEO.

5.19 Information

Public statements by employee's may be taken as reflecting the policy of Sunbeam House Services, and illustrative of the company's attitudes. Therefore information should be issued only through the CEO or a spokesperson authorised by the CEO. Leaking of any information to any source, including making it available to colleagues in professions or employee associations in other organisations is not permitted.

5.20 Accountability

Employees must act with honesty and integrity and in accordance with any professional standards and/ or governing laws and legislation that have application to the responsibilities you perform for or on behalf of Sunbeam House Services.

All employee's and volunteers must comply with any training or induction provided to them by SHS in connection with those responsibilities.

All employee's and volunteers must adhere to the policies and procedures of SHS and support the decisions and directions of the company and its delegated authority.

All employee's and volunteers will take responsibility for their actions and decisions and follow reporting lines to facilitate the effective resolution of problems.

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